

<b>SIX FLAGS NEW ENGLAND</b>	
SUBJECT: CRIMINAL MANAGEMENT- WORKPLACE VIOLENCE	EMERGENCY RESPONSE PROCEDURES
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EFFECTIVE: JANUARY 2016	SUPERSEDES: ALL PREVIOUS

## **CRIMINAL MANAGEMENT WORKPLACE VIOLENCE**

### **PURPOSE**

To establish a prompt and safe response procedure in the event of a violent act committed against a Six Flags New England employee(s) by a disturbed former or present employee, or disturbed guest.

### **PROCEDURE - DURING OPERATING HOURS**

**A.** Security responds according to normal protocol. Security Base notifies the following:

- Security Supervisor
- Security and Operations Management
- Medical Services
- GM
- APD as determined by Safety/Security Manager

**B.** Employee assaulted or injured

- Security Staff and police officers investigate the incident.
- Medical Services personnel examine the victim and administer first aid.
- If the suspect(s) is identified and present on Park property, he/she is detained.
- Police Officers search for and confiscate any weapons.
- If the victim wishes to file charges, Agawam Police Department is notified for arrest and transport from the property.
- Regardless of the decision to arrest, a criminal trespass notice(s) is issued by the Security Department. The notice must be issued in the presence of another Six Flags New England security supervisor or a Six Flags New England member of management.
- The incident must be handled as much as possible out of the view of park Guests.
- If there are serious injuries, the media response plan is implemented. Security Base shall make the necessary contacts for this action.

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## **PROCEDURE - NON-OPERATING HOURS**

- A.** All available security personnel respond to the location of the assault Security Base notifies the following:
  - Safety/Security Manager
  - Director of Operations
  - Departmental management for affected employee
- B.** Employee assaulted and injured
  - Security investigates the incident.
  - Medical Services administers first aid.
  - The suspect is detained until disposition of the incident and the status of the suspect is determined. The suspect could be arrested and/or terminated.
  - If the victim(s) chooses to arrest, Security Base notifies Agawam Police Department

## **ARMED PERSON IN ADMINISTRATION AREAS**

- A.** Administration Building - (not Security Base)
  - Operations Base notifies Safety/Security Manager and dispatches Officers to observe the area.
  - Operations base will call all departments, provide a description of the suspect and direct all persons to evacuate the building or seek safe cover.
  - The mobile patrol unit contacts employees on all radio channels provide a description of the suspect and advise all employees to seek safe cover.
  - Security Station officers and mobile patrol officers monitor any communication and information concerning the suspect for communication to Agawam Police Department
  - All other notifications to park administrative staff and other outside agencies are made as time permits and instruction is given.
  - At no time is any employee or Security Officer to approach or attempt to apprehend the suspect. Evacuation and avoidance of injuries are priorities.

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### **CRITICAL INCIDENT STRESS MANAGEMENT (CISM)**

CISM is a post incident process designed to assist employees in dealing with emotional stress caused by exposure or participation in traumatic events. The process involves the use of trained counselors to address employee stress issues.

- A.** The process can only be initiated by certain individuals.
  - Safety/Security Manager
  - Director of Operations
- B.** CISM Procedures
  - Safety Management will notify Western Mass EMS Committee Regional 413-586-6065
  - Group sessions can be arranged on or off property.